



ARIZONA CORPORATION COM
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: 714-001 241 A II: 36

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116751

Date: 6/23/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

ORIGINAL

Complaint By: First: Richard Last: Frechette

Account Name: . Home: (000) 000-0000

Street: . Work: (000) 000-0000

City: Sun City West CBR:

State: AZ Zip: 85375 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Arizona Corporation Commission
DOCKETED

JUN 24 2014

From: Richard Frechette [mailto:]
Sent: Friday, June 20, 2014 6:18 PM
To: Utilities Div - Mailbox
Subject: Email from Public for Utilities Division

DOCKETED BY

Please refer to Docket numbers: W-01303A-10-0448; WS-01303A-09-0343; W-01303A-09-0343. For the past several years I feel as if I am speaking upon deaf ears. I believed and still believe that the commission was supposed to represent the consumer in utility matters and resolve issues in a fair and balanced manner. To ensure that the homeowner is being treated fairly and that all costs are equitable throughout your jurisdiction. My issue is with the Epcor Water Company and the outrageous waste water costs that we consumers are having to pay. Last billing period (30 days) we turned our water off for 16 days while traveling out of state. During that period we had absolutely no waste water use and the only system that was on for our home and property was the irrigation (drip) system, nothing for wastewater. Our plants, shrubs, and trees was the only thing receiving any water based on our timer. It is ironic that when we received our bill from EPCOR, it was for \$106.43 for our wastewater, which also was the exact amount (\$106.43) for last months wastewater bill and we had the water turned on for the entire month, not missing 16 days like this last period. What a coincidence, the same amount right to the penny. How could our wastewater charges be so identical and so high when 75% to 85% of wastewater is water that is being used to water plants, shrubs and trees, it is going into the ground not to WASTE DISPOSAL but we are paying outrageous costs for irrigating our yard. It is clear that the algorithm that EPCOR is using is way out of line and inconsistent with our watering of plants, trees and shrubs. We are also being charged 7.00 Gallons X \$6.9782 for Sewer Volume (unbelievable). As for our water charges, we are being penalized if we exceed certain number of gallons: 4.00 gallons x \$2.791. If we exceed 4.00 gallons then it is 5.00 Gallons x \$4.1742. These gallons are in thousands. The costs continue to rise with more use i.e. 1.00 gallons x \$5.09582. I believe all home owners should pay their bills but I believe that our district is not being treated fairly and that our bills are not consistent with the surrounding area and other districts. We have the highest wastewater charges in the United States and I believe that our algorithm's should be examined and

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

corrected especially as it relates to wastewater and our outdoor irrigation systems. Again, how can my wastewater bill be exactly the same for two straight months when we had our water turned off for 16 days ? Your attention to this very important issue is appreciated. Thank you for your time,

respectfully

Richard A. Frechette,

,Sun City West, Az. 85375.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket Nos. W-01303A-10-0448; WS-01303A-09-0343; W-01303A-09-0343. closed

End of Comments

Date Completed: 6/23/2014

Opinion No. 2014 - 116751
